

Attention All Providers: Updated Wyoming Medicaid Provider Contact Email Addresses

Acentra Health has created two new emails, one for correspondence/communication and a separate email for appeals, in an effort to streamline the process. The new email reflects the change in business name from CNSI to Acentra.

The new addresses are currently active and able to receive emails. Please utilize wyprovideroutreach@acentra.com for correspondence/communication and wypeals@acentra.com for appeals.

You still have the option of submitting via the [secure Provider Portal](#) or via fax number at 307-460-7408. The new emails provide another option for the convenience of the provider.

The previous CNSI email addresses will be monitored until 12/31/2024.

Remember: Wyoming Medicaid communicates updates, policy, and other vital information primarily through email. It is a Medicaid requirement that providers keep their email addresses updated in the PRESM system. You can check your demographic information that is currently on file at <https://wyoming.dyp.cloud/landing>, or call 1-877-399-0121, or email WYEnrollmentSVCS@HHSTechgroup.com.

Please make a note and add wyproviderservices@acentra.com to your valid emails. If an email is returned (bounces back), your provider number will be suspended, and payment will be held until the information has been updated in the PRESM system.

Deployment Information

Deployment Date: October 21, 2024

Audiences: All Providers